

Seat No	
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B.A.-I Semester-I Examination
English (Optional) Paper-I
Business Communication-P-I: OEENG01101
Subject Code: 240402

Time: Three Hours

Total Marks: 80

Instructions:

- 1. All Questions are Compulsory.**
- 2. All Questions carry equal marks.**
- 3. Figures to the right indicate full marks**

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- Q.1** 10
A) Choose the Correct alternatives from the following.
- 1 There are types of memory.
a) one b) two c) three d) four
 - 2 Which of these must not be mentioned in a business letter?
a) Information of the quality of the order b) Name of the firm c) The mode of payment
d) With regards
 - 3 Communication through exchange of is known as correspondence
a) sounds b) pictures c) gestures d) letters
 - 4 refers to the practice of communication over a telephone.
a) Face to face communication b) Telecommunication c) Soliloque d) None of these
 - 5 The is optional part of report.
a) reference b) appendix c) title d) conclusion
 - 6 highlights the major topics that are covered and provides background information.
a) Conclusion b) Ending c) Introduction d) Reference
 - 7 AI-powered communication tools can help to take skills to the next level.
a) physical b) communication c) sports d) metaphysical
 - 8 The handshake that conveys confidence is
a) Limp b) Firm c) loosed) double
 - 9 Which of the following is the permanent records for business?
a) Business letters b) Ledger c) Production reports d) All of the above
 - 10 Which of the following is types of words used for verbal communication?
a) Acronyms b) Simple c) Technical d) Jargons

- Q.1** 10
B) Write answer in one sentence.

- 1 From which word does the word 'Communication' is derived ?
- 2 Give an example of oral communication?
- 3 Which is the wordless form of communication that takes the form of postures, body language ,facial expressions, eye contacts, tension, breathing and tones etc.?
- 4 Which is a key feature of non-verbal communication?
- 5 In correspondence, through which the communication is done?
- 6 What is the long form of AI?
- 7 Mention any ONE type of AI powered tool.
- 8 Who founded Facebook?
- 9 Who would be target audience for the blog writing about Railway Jobs?
- 10 Which official document records the detailed information about any event in the company/organisation?

Q.2. Write short Notes (Four out of Six) .

20

- 1 Importance of effective business communication
- 2 Comprehensive Listening
- 3 Various expressions used to open a Telephonic communication with examples
- 4 Difference between Formal and Informal letters
- 5 Business report
- 6 Advantages and disadvantages of Online Communication Process

Q.3. Write short Answers (Two out of Four) .

20

- 1 What are the methods communication?
- 2 What are Emotional and Psychological Barriers in listening skills ?
- 3 Explain difference between Formal and Informal letters.
- 4 Explain the parts of the Report in brief.

Q.4. Answer the following question on broad. (One out of two).

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- 1 Write a telephonic conversation between Rekha and Roopa about booking the hotel. Use the following points: booking a hotel room, type of room, rate, facilities, duration of stay etc
 - 2 As a manager of multinational company, draft a report of company's annual meeting held recently. (Imagine the necessary details.)
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Model Answer Paper
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- Q.1** Choose the Correct alternatives from the following. 10
- A)**
- 1 There are types of memory.
a) one b) two c) three d) four
Ans: Option 2
 - 2 Which of these must not be mentioned in a business letter?
a) Information of the quality of the order b) Name of the firm c) The mode of payment
d) With regards
Ans: Option 4
 - 3 Communication through exchange of is known as correspondence
a) sounds b) pictures c) gestures d) letters
Ans: Option 4
 - 4 refers to the practice of communication over a telephone.
a) Face to face communication b) Telecommunication c) Soliloque d) None of these
Ans: Option 2
 - 5 The is optional part of report.
a) reference b) appendix c) title d) conclusion
Ans: Option 2
 - 6 highlights the major topics that are covered and provides background information.
a) Conclusion b) Ending c) Introduction d) Reference
Ans: Option 3
 - 7 AI-powered communication tools can help to take skills to the next level.
a) physical b) communication c) sports d) metaphysical
Ans: Option 2
 - 8 The handshake that conveys confidence is
a) Limp b) Firm c) loosed d) double
Ans: Option 2
 - 9 Which of the following is the permanent records for business?
a) Business letters b) Ledger c) Production reports d) All of the above
Ans: Option 1
 - 10 Which of the following is types of words used for verbal communication?
a) Acronyms b) Simple c) Technical d) Jargons
Ans: Option 2

Q.1
B) Write answer in one sentence.

10

1 From which word does the word 'Communication' is derived ?

Ans:

2 Give an example of oral communication?

Ans:

3 Which is the wordless form of communication that takes the form of postures, body language ,facial expressions, eye contacts, tension, breathing and tones etc.?

Ans:

4 Which is a key feature of non-verbal communication?

Ans:

5 In correspondence, through which the communication is done?

Ans:

6 What is the long form of AI?

Ans:

7 Mention any ONE type of AI powered tool.

Ans:

8 Who founded Facebook?

Ans:

9 Who would be target audience for the blog writing about Railway Jobs?

Ans:

10 Which official document records the detailed information about any event in the company/organisation?

Ans:

Q.2. Write short Notes (Four out of Six) .

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1 Importance of effective business communication

Ans:

2 Comprehensive Listening

Ans:

3 Various expressions used to open a Telephonic communication with examples

Ans:

4 Difference between Formal and Informal letters

Ans:

5 Business report

Ans:

6 Advantages and disadvantages of Online Communication Process

Ans:

Q.3. Write short Answers (Two out of Four) .

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- 1 What are the methods communication?

Ans:

- 2 What are Emotional and Psychological Barriers in listening skills ?

Ans:

- 3 Explain difference between Formal and Informal letters.

Ans:

- 4 Explain the parts of the Report in brief.

Ans:

Q.4. Answer the following question on broad. (One out of two).

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Ans:

- 2 As a manager of multinational company, draft a report of company's annual meeting held recently. (Imagine the necessary details.)

Ans:
